How to Enter a Customer Request in AiM

Log in to AiM via insideND or go to fixit.nd.edu

1. From the Work Desk, use Quick Link to enter a “Customer Request”. Click on 
2. Enter Problem Code by clicking zoom. Most repairs are:
   a. “Other”, “Lock-Key”, “Lock-Other” or “Card Access”;
   b. “Delivery/Move” for General Services;
   c. “Too Hot/Cold” for temperature issues, and “Cust” for special clean up, carpets, etc.
   d. “Renovation” for renovation work, IT Services for phone/CATV/Network
      “NDFD” for smoke detectors/fire alarms/extinguishers, “NDSP” for security cameras/alarms
3. Fill out Description Field:
   a. Be specific when describing the problem. For example, “window is broken” could mean glass,
      frame, handle or won’t open; for IT Services orders include NetID, phone, room, etc.
   b. Use one request for different problems; not one problem per request. Use “Extra Description” if
      needed (under “View” in the column on left side of screen.)
   c. First 33 characters in the standard description field will upload to Banner.
4. Put today’s date for Desired Date, unless there is another specific date (for Delivery/Set-up)
5. Please fill out Contact Information if it is not already there; including email address. The email
   confirmation will go to the address provided in this field.
6. For Account, type NA-1 in the Subcode field, then click zoom next to the account field and
   choose an account from the list provided.
   a. If the account is not listed, click “Done” and then type “A” in the account field, then click the
      zoom to lock in “Account not in system.” Provide the FOAPAL in the description field.
   b. In general, use department fund for table/chair deliveries or furniture moves, building fund for
      repairs.
7. Put Activity Code here if you use one as part of your FOAPAL string.
8. If not filled in; put property number in the Property field and click the zoom to lock in.
   a. Pick a room number from pre-populated list that appears or click “Done” to return to previous
      screen.
9. When you have filled in all the red boxes and the Subcode; click on Save